



Interpreting For Patients Procedure

Procedure Number
WCDHB-PN-0011

Version Nos:
5

1. Purpose

This purpose of this Procedure is to ensure that all patients have access to an interpreter (when required) to facilitate satisfactory communication with health professionals

2. Application

This Procedure is to be followed by all nursing and allied health staff throughout the West Coast District Health Board (WCDHB).

3. Definitions

For the purposes of this Procedure:

Interpreting is taken to mean the oral transmission of speech from a source language to another.

4. Staff Authorised To Perform Procedure/Responsibilities

For the purposes of this Procedure:

All *Nursing And Allied Health Staff* are responsible for ensuring that when required, patients have access to an interpreter.

5. Resources Required

This Procedure requires:

- i) Interpretation Service

6. Process

1.00 All WCDHB clinical staff will ensure that a professionally trained interpreter is used whenever a patient has a limited (and restricted) use of the English language.

- 1.01 The type of situations where the services of an interpreter may be required include:
- obtaining informed consent;
 - ensuring confidentiality;
 - ascertaining a patient's medical history;
 - making an accurate diagnosis;
 - ensuring the patient has a full understanding of the required treatment and follow-up care;
 - ensuring expression of the needs of the patient.

1.02 Under Right 5 of the Code of Health and Disability Services Consumer Rights, every consumer has the right to effective communication in a form, language and manner that enables the consumer to understand the information provided.



Interpreting For Patients Procedure

Procedure Number
WCDHB-PN-0011

Version Nos:
5

- 1.03 The decision on whether to call a professional interpreter will, within the requirements as outlined by this Procedure, remain the responsibility of the health professional involved in the care of the patient.
- 1.04 To access the Health Interpretation Service, staff are required to:
- phone 04-384-2849
 - inform the operator of:
 - the language required;
 - brief outline of the purpose of the call
 - wait until the interpreter is connected.
- 1.05 Family, friends, untrained staff members may only be used in circumstances which:
- i) are acute;
 - ii) involve information that is not clinical, technical or confidential;
 - iii) do not breach any other WCDHB Policy or Procedure.

7. Precautions And Considerations

- ➔ All nursing staff are responsible for ensuring that when required, patients have access to an interpreter.
- ➔ Access to an interpreter is a requirement under Right 5 of the Code of Health and Disability Services Consumer Rights

8. References

Code of Health and Disability Services Consumer Rights

9. Related Documents

Telephone Interpreting Services Brochure

Revision History	Version:	5
	Developed By:	Quality Improvement Co-Ordinator
	Authorised By:	Director of Nursing
	Date Authorised:	January 1996
	Date Last Reviewed:	November 2007
	Date Of Next Review:	November 2009